

# Piattaforma Dottorati

## FAQ - Frequently Asked Questions

General information.....	3
I already have a Delphi students' account, but my credentials are not recognized by the Dottorati system. Do I need to register a new account? .....	3
What is the expected process for confirming my application submission, including receiving a payment confirmation email? .....	3
What resources are available to help me understand and complete the application, including clarification on document requirements, program-specific information, and interpretation of research project guidelines?.....	3
Where can I find information about PhD programs, requirements, and courses, including lists of available programs and descriptions? .....	3
What can I do if I'm having trouble accessing my account?.....	4
Enrollment and application .....	5
Can I modify my application and its related documents after it has been submitted? .	5
What is the status of my PhD application, and how can I confirm that it has been successfully submitted? .....	5
What can I do if I encounter technical issues or errors during the application process? .....	5
What is the procedure to apply for a PhD and where can I find additional information or support resources?.....	5
What information and documents are required to complete my application?.....	6
What can I do if I experience issues with uploading documents or files during the application process? .....	6
If I need to make changes or submit a new application, can I receive a refund if I paid the wrong fee? How should I proceed with the new application and payment? .....	6
Payment and billing.....	7
How can I pay the PhD application fee, and where can I find further instructions or support?.....	7
What should I do with the payment receipt and how will I know that my payment has been confirmed? .....	7
Can I reuse a payment already made for a cancelled application?.....	7
What payment methods are accepted for paying application fees? .....	7

How can I access and print the payment form for the application fee? .....	7
Document upload and certificates .....	8
What should I do if the call for applications requires a reference letter? .....	8
What information should I include in the documents uploaded with the PhD application, and how can I verify their correctness? .....	8
What steps can I follow if I need to modify or remove documents already uploaded for my PhD application?.....	8
How can I upload academic documents, including the abstract (if required) and other necessary materials, as part of the PhD application? .....	8
What should I do when submitting documents and what formats are accepted?.....	8
Can I modify or update submitted files, including corrections or additional documents, after associating them with an application? .....	9

## General information

*I already have a Delphi students' account, but my credentials are not recognized by the Dottorati system. Do I need to register a new account?*

Yes, your Delphi students' account is not valid for PhD applications. You can register a new account at <https://dottorati.delphi.uniroma2.it/>, please follow the [user manual](#).

*What is the expected process for confirming my application submission, including receiving a payment confirmation email?*

After completing both the application procedure (the PDF summary is available and downloadable) and the payment (you have obtained a receipt from the PagoPA system), no further action is required on your part. The system does not send a confirmation email, but it is recommended to keep the payment receipt for any future needs.

*What resources are available to help me understand and complete the application, including clarification on document requirements, program-specific information, and interpretation of research project guidelines?*

To understand how to complete the application, including clarifications on document requirements, program-specific information, and interpretation of research project guidelines, it is recommended to consult the webpage dedicated to the current cycle, the [user manual](#), and to contact the Coordinator of your PhD program directly. The Coordinator can provide specific information that may vary from program to program.

*Where can I find information about PhD programs, requirements, and courses, including lists of available programs and descriptions?*

To find information about PhD programs, requirements, and courses, including lists of available programs and their descriptions, visit the webpage dedicated to the current cycle. There you will find the complete list of active PhD programs, with detailed descriptions including all requirements and available positions, with or without scholarships. Additionally, the application page allows you to view PhD programs and access the call for applications and the guide on how to apply.

*What can I do if I'm having trouble accessing my account?*

If you have trouble accessing your account, you can try recovering your password by selecting the “Recover Password” option. If it does not work, check your email spam folder to verify that the message has not been filtered there.

If you no longer have access to your email, you can use the account recovery procedure by clicking on “No longer have access to your email?” from the password recovery page.

Alternatively, you can send a support request to [totem-support@uniroma2.it](mailto:totem-support@uniroma2.it).

## Enrollment and application

*Can I modify my application and its related documents after it has been submitted?*

No, the application and attached documents cannot be modified once submitted. If you need to make changes, you must cancel the application and submit a new one, deleting the current application and sending a new one with the necessary updates or corrections. If you have already made the payment for the original application, the competition fee payment will be associated with the new application. The new application will have a new “application identification number”.

*What is the status of my PhD application, and how can I confirm that it has been successfully submitted?*

To confirm that your PhD application has been correctly submitted and received by our office, check that all required documents have been uploaded, that the payment has been completed, and generate the application PDF in the “My Applications” section. The system will not send any confirmation email of submission.

*What can I do if I encounter technical issues or errors during the application process?*

If you encounter technical issues or errors during the application process, try restarting the procedure. In any case, AVOID using automatic translation services (such as those included in browsers); instead, select the English flag available on the platform pages. If the problem persists, contact support at [totem-support@uniroma2.it](mailto:totem-support@uniroma2.it), clearly explaining the issue and attaching a screenshot of any error messages. The support team will work to resolve the issue and provide guidance on how to overcome technical difficulties that may arise during the process.

*What is the procedure to apply for a PhD and where can I find additional information or support resources?*

To apply for a PhD, register on the platform. Consult the webpage dedicated to the current cycle and the specific Call for Applications of the program, and follow the guidelines provided in the user manual for submitting the application.

*What information and documents are required to complete my application?*

To complete the PhD application, consult the webpage dedicated to the current cycle, where you will find all the necessary information and guides, including the call for applications, the user manual, the payment guide, and the descriptive sheets of PhD programs for each cycle of interest. The application must be submitted through this page, where all required details are available for correct submission.

*What can I do if I experience issues with uploading documents or files during the application process?*

In case of issues uploading documents or files during the application process, consult the [user manual](#) available on the login page for instructions on uploading. If the problem persists, contact [totem-support@uniroma2.it](mailto:totem-support@uniroma2.it) providing all details and screenshots of any error messages.

*If I need to make changes or submit a new application, can I receive a refund if I paid the wrong fee? How should I proceed with the new application and payment?*

The application and attached documents cannot be modified once submitted. If you need to make changes, you must cancel the application and submit a new one, deleting the current application and sending a new one with the necessary updates or corrections. If you have already made the payment for the original application, the competition fee payment will be associated with the new application. The new application will have a new “application identification number”.

## Payment and billing

*How can I pay the PhD application fee, and where can I find further instructions or support?*

To pay for the PhD program, including the application fee, refer to the [payment guide](#). This guide provides detailed instructions on the payment procedure and includes explanatory images.

*What should I do with the payment receipt and how will I know that my payment has been confirmed?*

After completing the payment, save the receipt for any future needs. No further action is required: the payment has been successfully processed and no confirmation message will be sent.

*Can I reuse a payment already made for a cancelled application?*

If the candidate realizes they have made mistakes in the application, they can delete it and fill it out again. The competition fee payment will automatically be associated with the new application, which will have a new “application identification number”.

*What payment methods are accepted for paying application fees?*

Payment must be made exclusively through the PagoPA service; for any doubts, refer to the [payment guide](#).

*How can I access and print the payment form for the application fee?*

After logging in, click on “My Applications” → “View all applications” and select the application of interest. You will then be able to print the payment form.

## Document upload and certificates

### *What should I do if the call for applications requires a reference letter?*

If the call requires a reference letter, you must enter the requested information in the system. Please note that submitting reference letters is not mandatory. At the end of the application submission period, the system will contact the referees to obtain feedback.

### *What information should I include in the documents uploaded with the PhD application, and how can I verify their correctness?*

To confirm the correctness of the documents to be uploaded with the PhD application and for any clarifications, it is advisable to consult directly the Coordinators of the relevant PhD programs. These requirements may vary depending on the program, so direct communication ensures accurate information.

### *What steps can I follow if I need to modify or remove documents already uploaded for my PhD application?*

To remove already uploaded documents, go to the documents section of the platform. Please note that documents cannot be deleted if they are associated with an application. If you need to change a file associated with an application, you must cancel the original application and submit a new one, uploading the new file. Alternatively, you can modify the label associated with uploaded documents through the portal to distinguish them.

### *How can I upload academic documents, including the abstract (if required) and other necessary materials, as part of the PhD application?*

To upload academic documents, including the abstract (if required) and any other materials, follow the instructions provided in the “document upload” section of the [user manual](#).

### *What should I do when submitting documents and what formats are accepted?*

To ensure proper handling of document submission, upload them directly within the application submitted through the Delphi portal. Documents must be uploaded in clear format; uploading protected PDF files or submitting documents through other methods may result in the application not being considered.

*Can I modify or update submitted files, including corrections or additional documents, after associating them with an application?*

You can modify or update submitted files by canceling the current application and submitting a new one with the necessary updates or corrections. If you have already made the payment for the original application, the competition fee payment will be associated with the new application. The new application will have a new “application identification number”.